

**Deliverable 150.1.3**  
**eServicing Operations and Maintenance Transition Report**  
**Task Order 77 Work Order 3a**

Item#	Transition Meetings/Reports	Milestones	Roles and Responsibilities		Start Date	End Date	Status	Comments
			Accenture Resource	Transition Resource				
1	eServicing Transition Kick-Off Meeting Accenture, FSA, and ACS							
		Review Transition Task	Tony Taylor	FSA, ACS, Accenture	10/8/2003	10/8/2003	Complete	
2	eServicing O&M Transition - Weekly Status Reports							
		Delivery of Weekly eServicing Operations and Maintenance Transition Update Report - Week 1	Tony Taylor	FSA	10/8/2003	10/8/2003	Complete	
		Delivery of Weekly eServicing Operations and Maintenance Transition Update Report - Week 2	Tony Taylor	FSA	10/15/2003	10/16/2003	Complete	
		Delivery of Weekly eServicing Operations and Maintenance Transition Update Report - Week 3	Tony Taylor	FSA	10/22/2003	10/22/2003	Complete	
		Delivery of Weekly eServicing Operations and Maintenance Transition Update Report - Week 4	Tony Taylor	FSA	10/29/2003	10/29/2003	Complete	
		Delivery of Weekly eServicing Operations and Maintenance Transition Update Report - Week 5	Tony Taylor	FSA	11/5/2003	11/7/2003	Complete	
		Delivery of eServicing Operations and Maintenance Transition Summary Report	Tony Taylor	FSA	11/12/2003	11/12/2003	Complete	
3	eServicing O&M Transition - Weekly Meetings							
		Conduct eServicing Transition Weekly Meeting ACS Week 1	Tony Taylor	R. Alcorn	10/3/2003	10/3/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 1	Tony Taylor	FSA, ACS	10/8/2003	10/8/2003	Complete	
		Conduct eServicing Transition Weekly Meeting ACS Week 2	Tony Taylor	R. Alcorn	10/14/2003	10/14/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 2	Tony Taylor	FSA, ACS	10/15/2003	10/15/2003	Complete	
		Conduct eServicing Transition Weekly Meeting ACS Week 3	Tony Taylor	R. Alcorn	10/20/2003	10/20/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 3	Tony Taylor	FSA, ACS	10/22/2003	10/22/2003	Complete	
		Conduct eServicing Transition Weekly Meeting ACS Week 4	Tony Taylor	R. Alcorn	10/27/2003	10/27/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 4	Tony Taylor	FSA, ACS	10/29/2003	10/29/2003	Complete	
		Conduct eServicing Transition Weekly Meeting ACS Week 5	Tony Taylor	R. Alcorn	11/3/2003	11/5/2003	Complete	
		Conduct eServicing Transition Weekly Meeting FSA Week 5	Tony Taylor	FSA, ACS	11/5/2003	11/7/2003	Complete	
4	eServicing O&M Summary Meeting							
		Conduct eServicing Transition Summary Meeting ACS Week 6	Tony Taylor	R. Alcorn	11/10/2003	11/10/2003	Complete	
		Conduct eServicing Transition Summary Meeting FSA Week 6	Tony Taylor	FSA, ACS, Accenture	11/12/2003	11/14/2003	Complete	

Task #	Transition Activities	Milestones	Roles and Responsibilities		Start Date	End Date	Status	Comment
			Accenture Resource	Transition Resource				
1	Transition Checklist							
		Delivery of eServicing O&M Transition Checklist	Tony Taylor	Rebecca Alcorn	10/6/2003	10/6/2003	Complete	
2	Roles and Responsibility Matrix							
		Delivery of eServicing Responsibility Matrix (Organization)	Tony Taylor	Rebecca Alcorn	10/7/2003	10/7/2003	Complete	
		Delivery of eServicing Roles Responsibility Matrix (Resources)	Tony Taylor	Rebecca Alcorn	10/7/2003	10/7/2003	Complete	

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<b>3</b>	<b>Support Documentation and Procedures</b>							
		Delivery of eCRM Batch - Contact list document	H.Thippeswamy	Wilson Verardi	10/1/2003	10/1/2003	Complete	
		Delivery of eCRM Batch - Batch Overview document	H.Thippeswamy	Wilson Verardi	10/9/2003	10/9/2003	Complete	
		Delivery of eCRM Batch - Autosys Overview document	H.Thippeswamy	Wilson Verardi	10/10/2003	10/10/2003	Complete	
		Delivery of eCRM Batch - Overview of Environments/Misc document.	H.Thippeswamy	Wilson Verardi	10/13/2003	10/13/2003	Complete	
		Delivery of eCRM Batch - Maintenance/Management of Batch document.	H.Thippeswamy	Wilson Verardi	10/14/2003	10/14/2003	Complete	
		Delivery of eCRM Batch - Version Control/CM of Batch Interface Codes document	H.Thippeswamy	Wilson Verardi	10/16/2003	10/16/2003	Complete	
		Delivery of eCRM Batch - Build Migration Process document	H.Thippeswamy	Wilson Verardi	10/17/2003	10/17/2003	Complete	
		Delivery of eCRM Batch - Trouble Shooting Production Issues document	H.Thippeswamy	Wilson Verardi	10/20/2003	10/20/2003	Complete	
		Delivery of eCRM Batch - Miscellaneous document	H.Thippeswamy	Wilson Verardi	10/21/2003	10/21/2003	Complete	
		Delivery of eCRM MQ - eCRM Middleware Architecture Guide	Ming Yu	Art Contreras	10/1/2003	10/1/2003	Complete	
		Delivery of eCRM Operations and Maintenance Manual	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Delivery of eServicing Requirements Documentation	Tony Taylor	Rebecca Alcorn	10/13/2003	10/24/2003	Complete	
		Delivery of eServicing Design Documentation	Tony Taylor	Rebecca Alcorn	10/13/2003	10/24/2003	Complete	
		Delivery of eServicing Testing Documentation	Tony Taylor	Rebecca Alcorn	10/13/2003	10/24/2003	Complete	
		Delivery of CTI Migration Procedures Documentation	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Delivery of User Creation, Modify, & Deletion Procedures Document	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Delivery of CTI Trouble Shooting Matrix	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Delivery of CTI Architecture Diagram	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Delivery of CTI Test Procedures Document	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Delivery of eCRM Security Plan Document	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Delivery of eCRM Technical Architecture Diagram	Len Matthews	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
<b>4</b>	<b>Technical Architecture</b>							
		Conduct eCRM Technical Architecture Sessions	Len Matthews	Rebecca Alcorn	10/13/2003	10/16/2003	Complete	
<b>5</b>	<b>Software/Hardware Licensing and Maintenance</b>							
		Provide Maintenance Agreements for Accenture renewed Software/Hardware	Tony Taylor	FSA	10/20/2003	10/24/2003	In-Progress	
<b>6</b>	<b>Inventory of Infrastructure Components</b>							
		Review of Inventory on all infrastructure components	Tony Taylor	Rebecca Alcorn	10/20/2003	10/21/2003	Complete	
<b>7</b>	<b>eCRM Application and Functionality/Siebel</b>							
		Conduct eCRM Meeting to Review and Transition all Open DMRs	Len Matthews	Rebecca Alcorn	10/15/2003	10/15/2003	Complete	
		Conduct eCRM MQ - Middleware Components Sessions	Ming Yu	Art Contreras	10/8/2003	10/20/2003	Complete	
		Conduct eCRM MQ - MQ Series ( Clustering/Queue/Channels) Sessions	Ming Yu	Art Contreras	10/8/2003	10/10/2003	Complete	
		Conduct eCRM MQ - MQ Series Integrator - Sessions	Ming Yu	Art Contreras	10/13/2003	10/14/2003	Complete	
		Conduct eCRM MQ - COM Adapter - Sessions	Ming Yu	Art Contreras	10/15/2003	10/15/2003	Complete	
		Conduct eCRM MQ - MS Clustered Services - Sessions	Ming Yu	Art Contreras	10/20/2003	10/20/2003	Complete	
		Conduct eCRM Data Reconciliation Review Sessions	Tony Taylor	Rebecca Alcorn	10/20/2003	10/24/2003	Complete	
<b>8</b>	<b>EBPP/EC Application and Functionality/eDocs</b>							
		Delivery of Vendor Contacts List	Tony Taylor	Rebecca Alcorn	10/1/2003	10/24/2003	Complete	
		Conduct Meetings to Review and Transition all open EBPP/EC DMRs	Mike McCarthy	Joy Singh	10/16/2003	10/24/2003	Complete	

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9	<b>Borrower Self Service Application and Functionality</b>							
		Conduct Meeting to Review and Transition all open Self Service DMRs to ACS	Mike McCarthy	Joy Singh	10/16/2003	10/24/2003	Complete	
10	<b>eCRM Batch - EIM Batch Architecture</b>							
		Conduct eCRM Batch Documentation Review - Sessions	H.Thippeswamy	Wilson Verardi	10/6/2003	10/9/2003	Complete	
		Conduct eCRM Batch Review on Environments/Misc - Sessions	H.Thippeswamy	Wilson Verardi	10/21/2003	11/7/2003	Complete	
11	<b>eCRM Batch - Monitoring of the Batch and Online Processing of eServicing</b>							
		Conduct eCRM Batch Processing Review Sessions	H.Thippeswamy	Wilson Verardi	10/13/2003	10/17/2003	Complete	
		Conduct eCRM Batch - Maintenance/Management of Batch - Sessions	H.Thippeswamy	Wilson Verardi	10/13/2003	11/7/2003	Complete	
12	<b>eCRM Batch - Scheduling of Batch jobs</b>							
		Conduct eCRM Batch - Autosys Review Session	H.Thippeswamy	Wilson Verardi	10/15/2003	10/31/2003	Complete	
13	<b>Testing Processes</b>							
		Conduct Sessions for Alpha build process for eServicing modules	Kyu Lee	Jon Stransky	10/1/2003	10/15/2003	Complete	
		Testing Approach Review for EBPP/EC	Kyu Lee	Joy Singh	10/13/2003	11/14/2003	Complete	
		Review Testing Approach for eCRM	Kyu Lee	Jim Pugh	10/13/2003	11/14/2003	Complete	
		Conduct Back End Testing Process Review	Kyu Lee	John Stransky	10/13/2003	10/24/2003	Complete	
14	<b>eCRM - CM Processes</b>							
		Conduct eCRM Batch Version Control/CM of batch Interface Codes - Session	H.Thippeswamy	Wilson Verardi	10/22/2003	10/22/2003	Complete	
		Conduct eCRM MQ - Migration Session	Ming Yu	Art Contreras	10/21/2003	10/23/2003	Complete	
		Delivery of all code currently residing in QVCS to ACS so ACS can migrate to their CM tool of choice	All	Rebecca Alcorn	10/3/2003	10/24/2003	Complete	
15	<b>eCRM - System Start Up and Shutdown</b>							
		Conduct Start-Up Shutdown Sessions for eCRM Batch	H.Thippeswamy	Wilson Verardi	10/23/2003	10/23/2003	Complete	
		Conduct Start-Up Shutdown Sessions for MQ/MQSI	Ming Yu	Art Contreras	10/20/2003	10/20/2003	Complete	
16	<b>eCRM - Security and User administration</b>							
		Conduct eCRM Application -User ID Create, Modify, Delete Procedures Session	Len Matthews	Rebecca Alcorn	10/15/2003	10/17/2003	Complete	
17	<b>Monitoring Operations such as: Periodic Reporting, Event logging, and Alarms</b>							
		Turn over primary maintenance responsibilities to ACS	Len Matthews	Rebecca Alcorn	10/27/2003	11/14/2003	Complete	
		Turn over primary pager support to ACS resources for Production issues.	Len Matthews	Rebecca Alcorn	10/27/2003	10/27/2003	Complete	
		Turn over Daily monitoring of EIM batch jobs	H.Thippeswamy	Wilson Verardi	10/24/2003	10/28/2003	Complete	
		Turn over Outage reporting and process to ACS	Len Matthews	Rebecca Alcorn	10/24/2003	10/28/2003	Complete	
		Turn over Electronic Billing and Correspondence reporting and process to ACS	Tony Taylor	Rebecca Alcorn	10/24/2003	10/28/2003	Complete	
		Turn over Borrower Self Service Reporting to ACS	Tony Taylor	Rebecca Alcorn	10/24/2003	10/28/2003	Complete	
18	<b>Issue Management (will include transition of any open issues)</b>							
		Conduct Meeting to Review Issue Management Process.	Len Matthews	Rebecca Alcorn	10/13/2003	10/17/2003	Complete	
		Conduct Meeting to Review and Transition all open issues to ACS	Taylor/Matthews	Rebecca Alcorn	10/13/2003	10/24/2003	Complete	
19	<b>Fault/Problem Management</b>							
		Conduct - Change Control Procedures Session	Taylor/Matthews	Rebecca Alcorn	10/13/2003	10/17/2003	Complete	

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The following system Change Requests are being carried over from the current eServicing Operations and Maintenance phase and will be transitioned during the period of performance for this task order:

**Roles and Responsibilities**

DMR #	System Change Requests	Milestones	Accenture Resource	Transition Resource	Start Date	End Date	Status	Comment
9227	Loan's Disbursed Across Packets							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9229	Data Reconciliation							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9243	Creation of Borrower Discharge Activity View							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9242	Account Summary – 2 Additional Fields							
		Delivery of DMR Package and Analysis Documents	Len Matthews	Rebecca Alcorn	10/6/2003	10/15/2003	Complete	
9057	Aggregator Redesign							
		Delivery of DMR Package and Analysis Documents	Mike McCarthy	Joy Singh	10/6/2003	10/6/2003	Complete	